

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Sridhar Krishnamoorthy	Examiner:	Unassigned
Serial No.:	Unassigned	Group Art Unit:	Unassigned
Filed:	Herewith	Docket:	END920030147US1 (17238)
For:	METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT		Dated: March 9, 2004

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

INFORMATION DISCLOSURE STATEMENT

Sir:

In accordance with 37 C.F.R. §§ 1.97 and 1.98, it is requested that the following references, which are also listed on the attached Form PTO-1449, be made of record in the above-identified case.

1. U.S. Patent Application Publication No. US 2003/0033376 A1, dated February 13, 2003 to Brownhill, et al.;
2. U.S. Patent Application Publication No. US 2003/0154100 A1, dated August 14, 2003 to Sato, et al.;
3. U.S. Patent Application Publication No. US 2002/0016655 A1, dated February 7, 2002 to Joao;
4. "ImageTrak Portal & CDR – Web Based Asset Management & Analytics", *Imaging Portals, Leaders in Remote Monitoring*, <http://www.imagingportals.com/d2B/portal.asp>, September 15, 2003; and
5. Rockwell Collins Extranet Portal: Communities", ["http://216.239.39.104/search?q=cache:S1B05zBDcFQJ:www.shopcollins.com/portal/com..."](http://216.239.39.104/search?q=cache:S1B05zBDcFQJ:www.shopcollins.com/portal/com...) September 15, 2003

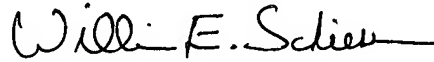
6. Patent No: KR2003003212

7. Patent No: KR2001092577

Applicants are submitting copies of the above-cited non-U.S. reference.

Inasmuch as this Information Disclosure Statement is being submitted in accordance with the schedule set out in 37 C.F.R. § 1.97(b), no statement or fee is required.

Respectfully submitted,



William E. Schiesser
Reg. No: 53,559

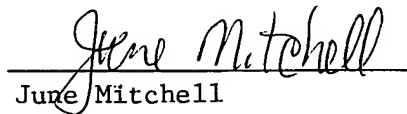
CERTIFICATE OF MAILING BY "EXPRESS MAIL"

"Express Mail" Mailing Label Number: EU133644690US

Date of Deposit:

I hereby certify that this correspondence is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 C.F.R. §1.10 on the date indicated above and is addressed to the Commissioner of Patents, Alexandria, VA 22313-1450 on 3/9/04.

Dated: 3/9/04


June Mitchell

Atty. Docket No.
17238

Serial No.
Unassigned

**LIST OF REFERENCES
CITED BY APPLICANT**

Applicant
Sridhar Krishnamoorthy

Filing Date
Herewith

Group
Unassigned

(Use several sheets if necessary)

U.S. PATENT DOCUMENTS

EXAMINER INITIAL*		DOCUMENT NUMBER	DATE	NAME	CLASS	SUBCLASS	FILING DATE (if appropriate)
	AA	2003/0033376 A1	2/13/03	Brownhill, et al.			
	AB	2003/0154100 A1	8/14/03	Sato, et al.			
	AC	2002/0016655 A1	2/7/02	Joao			
	AD						
	AE						
	AF						
	AG						
	AH						
	AI						

		Foreign Document Number	Date	Country	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
		KR2003003212	1/9/03	Korea	G06F		X	
		KR2001092577	10/26/01	Korea	G06F		X	

OTHER PRIOR ART (Including Author, Title, Date, Pertinent Pages, Etc.)

		ImageTrak Portal & CDR – Web Based Asset Management & Analytics”, <i>Imaging Portals, Leaders in Remote Monitoring</i> , http://www.imagingportals.com/d2B/portal.asp , September 15, 2003; and
		“Rockwell Collins Extranet Portal: Communities” “ http://216.239.39.104/search?q=cache:SlB05zBDcFQJ:www.shopcollins.com/portal/com... ” September 15, 2003.

EXAMINER

DATE CONSIDERED

* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.